

STANDARD FOR RESOURCE PARENT/AGENCY PROBLEM RESOLUTION PROCESS

PURPOSE

The purpose of this standard is to provide direction and guidance to the Child and Family Services (CFS) Program regarding the problem resolution process for resource parent grievances. This standard is intended to achieve statewide consistency in the development and application of CFS core services and shall be implemented in the context of all applicable laws, rules and policies. The standard will also provide a measurement for program accountability.

INTRODUCTION

The Idaho Department of Health & Welfare Child and Family Services Program recognizes the need for a systematic process of expression, examination and resolution of resource parent grievances. The nature of our work is relational, as people work together as part of a professional team, conflicts will arise which may impact the quality of working relationships, potentially affecting outcomes for children and families. Resource parents are encouraged to bring forth challenges, concerns and positive experiences as we promote a culture that embraces feedback; constantly looking for opportunities to improve our overall system, collaboration and working relationships.

This process is open and provides opportunities for all participants to be heard and explain their perspective without judgment. The discussion involves sharing information, assumptions, and interests as well as mutual brainstorming of creative solutions. Through discussions, all participants will share information, express their view points, obtain clarity resulting in collaborative problem solving.

The management of child welfare practices is best assured when the local office reviews the decisions and actions of its staff. Handling complaints and concerns at the local level assures managers are informed of concerns and reinforces the agency's accountability and position of responsibility.

Principles

- The primary focus of the process is to resolve a problem in a transparent, collaborative, manner; without prejudice. Parties coming together in this process will need to be willing to engage in open, non-judgmental discussion while seeking to maintain a positive, non-adversarial working relationship.
- Create an environment in which resource parents feel heard, informed about the process and respected during and after the discussion, without fear of retaliation. The process will respect cultural differences at all times.

- Early resolution of problems at the local level whenever possible, is encouraged.
- Every effort shall be made to resolve the problem in a mutually satisfactory manner.
- Mandated timeframes have been built into the procedure. Every effort should be made to shorten the timeframes, whenever possible.
- This process is designed for resource parents caring for children in DHW custody who may have a grievance. This is not intended for providers of congregate care settings or group homes.

TERMS

Resource Peer Mentor (RPM)

A recruitment and retention effort that hires experienced foster/adoptive/kinship parents to provide knowledge, experience, and expertise specific to the resource family role. Resource Peer Mentors provide general, targeted and specific recruitment support activities as well as train, teach and mentor current and prospective resource families about the foster care system.

Resource Parent

The term includes foster parents, adoptive parents, relatives, or fictive kin. The term broadly refers to anyone who is a licensed foster parent in the state of Idaho and provides a safe, stable, loving home for a child when the child's parents or guardians are unable to provide one.

Problem Resolution Team

The team's primary function is to assist in resolving resource parent grievances that are unable to be successfully resolved at the local level. The team is comprised of the Deputy Division Administrator, Program Manager, Program Specialists, Regional/Hub CFS representatives and Resource Peer Mentor. The team collects and reviews information related to resource parent's grievance, and makes recommendations for resolutions.

IMPLEMENTING THE STANDARD

Regional Child and Family Services (CFS) Level

Examples of potential grievances:

- Communication issues.
- Disagreement with the agency's decision to remove children from their home for non-safety related issues
- Failure to follow policies.
- Failure to arrange needed services for the child and/or resource family.
- Failure to abide by the responsibilities outlined in the Cooperative Agreement and the child specific service plan.
- Perceived retaliation.

Examples of inappropriate grievances:

- Resource parent is the subject of a pending investigation/safety assessment regarding allegations of child abuse and neglect.
- Conflict with another licensing or placement agency, other than CFS.
- Conflict is related to a revocation or denial of a foster care license. For the appeal process please refer to the Administrative Hearing policy at www.adminrules.idaho.gov/rules/current/16/0503.pdf.
- Placing an Indian child in accordance with Indian Child Welfare Act (ICWA) placement preferences;
- If the child has been moved for the purpose of achieving reunification with the birth parent or placement with siblings.
- Conflict with a contested court decision.
- Disagreement with the permanency placement decision made by the Selection Committee. For the appeal process please refer to the Extended Placement Selection Committee process.

Step One: Child Welfare Social Worker

When a resource parent has a conflict with Child and Family Services, they should first attempt to resolve the conflict through discussion with the social worker involved in the situation. This should occur as early as possible so that it can be resolved quickly. The social worker should document the concerns, results, and details of the discussion(s) in the iCARE monthly contact narratives. If the concern is related to supportive services/needs specific to the resource parent, this should be documented in the resource parent profile screen under the narrative tab. The social worker should advise their immediate supervisor of the concern and the plan to resolve the concern. The supervisor will contact the resource parent no later than seven (7) business days to follow up and ensure the concern has been resolved. If the concern has not been resolved, the supervisor will assess the progress of the plan and any challenges that may delay the resolution. Ongoing follow up will continue to be initiated by the supervisor every seven (7) business days until a resolution has been achieved and acknowledged by both parties.

Step Two: Child Welfare Supervisor

If the concern has not been resolved as identified by the supervisor through the monitoring process or upon notification by the resource parent the supervisor will arrange a meeting with all parties to come to a mutually satisfactory resolution. The meeting may include the assigned Resource Peer Mentor (RPM) of the resource parent(s). The RPM's role is neutral and will provide further clarification for the resource parent(s) regarding the discussion, plan and solutions. This meeting will take place within seven (7) business days of the supervisor's contact with the resource parent. Any variance beyond the outlined times frames must be due to extraordinary circumstances and must be agreed upon by the resource parent.

During this meeting, the supervisor will facilitate a discussion with the two parties to explore ways to solve the problem. The supervisor's role is to act as a mediator, listening to everything the two parties have to say, and assisting in exploring a plan that offers a mutual solution. The plan should include a mechanism for monitoring progress and resolution by the parties. The supervisor shall document the concern and details of the plan in the Resource Parent Problem Resolution Plan, see attachment B, and provide a copy of the plan to the resource parent. The supervisor should advise the Child Welfare Chief of the concern and the plan to resolve the concern as soon as possible. The supervisor will address the progress of the plan during regular scheduled supervision with the social worker. The supervisor will also contact the resource parent within seven (7) business days after the meeting to follow up with the resource parent regarding the progress on the plan. Ongoing follow up calls will continue to occur every seven (7) business days until a resolution has been achieved and acknowledged by both parties. This will be documented in iCARE under the resource family's profile screen under the narrative tab and on the Resource Parent Resolution Tracker in SharePoint for tracking purposes.

Step Three: Child Welfare Regional/Hub Field Program Manager

In the event a workable plan is not achieved and/or the problem is not resolved following implementation of the plan, the resource parent should present the problem in writing, via email or telephone to the Child Welfare Regional/Hub Field Program Manager explaining: (a) the issue/problem; (b) providing a summary of the efforts that have been taken to resolve the problem; (c) the plan developed; and (d) why those efforts have not been sufficient to satisfactorily resolve the situation. The supervisor and/or Child Welfare Chief of social work may also request the Child Welfare Regional/Hub Program Manager's assistance in addressing a grievance with a resource parent if previous attempts in reaching a resolution have been unsuccessful. The Child Welfare Regional/Hub Field Program Manager will arrange a meeting with the resource parent(s) and will include the social worker, supervisor, resource family's licensing social worker and the resource family's assigned RPM. The meeting will be held within seven (7) business days after receiving the request.

Resource parent(s) may choose to have a support person present during the problem resolution process. However, these supportive individuals who are not licensed resource parents do not have a right to confidential information related to the child in the resource parent's home and therefore are limited to participate in portions of the problem resolution process to ensure

confidentiality. The specific information which would be considered confidential during the process will be determined by the agency and shared with all parties prior to the meeting.

The Regional/Hub Field Program Manager will facilitate a meeting ensuring all parties are heard; promoting a transparent and collaborative process. The Regional/Hub Field Program Manager will seek to achieve a resolution during the meeting. If the resolution requires the implementation of a plan, this should be documented in the Resource Parent Problem Resolution Plan, see attachment B. A copy of the plan will be provided to the resource parent(s). If the Regional/Hub Field Program Manager is unable to achieve a resolution, the Regional/Hub Field Program Manager may meet with his/her social worker and supervisor and arrive at a decision. The Regional/Hub Field Program Manager will advise the resource parents by phone of the decision within seven (7) business days, followed up in writing no more than ten (10) business days following the meeting. Documentation will be entered in iCARE on the resource family's profile screen under the narrative tab and in the Resource Parent Problem Resolution tracker in SharePoint for tracking purposes.

Under no circumstances shall this step exceed the time frames outlined unless good cause can be shown. In this instance, the Child Welfare Regional/Hub Field Program Manager must contact the resource parent by phone as well as send the resource parent a letter, which specifies a date by which the region expects to resolve the issue. This must be documented in iCARE under the resource family's profile screen under the narrative tab.

Statewide Level Problem Resolution Team (PRT)

Examples of possible referrals to the Statewide Level PRT include:

- Regional level efforts to reach resolution have failed and the problem is directly related to the well being or permanency of the foster child in care.

Issues which make Statewide Level PRT referrals inappropriate include, but are not limited to:

- Referrals to the PRT, which are made, by the resource parent, more than seven (7) business days following or regional program manager regional problem resolution level.
- When a resource parent does not agree with the permanency placement decision made by the Selection Committee please see the Statewide Extended Placement Resolution Process.

The purpose of the Statewide Level Problem Resolution Team (PRT) is to provide resource parents and the regional office an opportunity to be heard when problems arise and unresolved issues remain following regional attempts at problem resolution. The intent is not to remove authority from local CFS offices to handle problems within their region or to be punitive in nature. PRT referrals may only be made after regional attempts to reach resolution have been unsuccessful.

The PRT will be comprised of individuals selected by the Division Administrator for Family and Community Services. These individuals may include: FACS Deputy Division Administrator, Child Welfare Program Manager, state level Program Specialists, Regional/Hub CFS representatives and a RPM outside of the Hub in which the referral was received. A minimum of three members must participate in each conflict resolution meeting. PRT members will not participate in meetings related to concerns from their own hub/region.

The PRT process, from receipt of initial referral to final decision should take no longer than fifteen (15) business days.

PRT referrals must be made within seven (7) business days of the resource parent being informed verbally, of a Hub/Regional Program Manager regional level problem resolution decision. Referrals received after this time will not be considered. Please see Attachment C for the Resource Parent Problem Resolution Team Referral.

Referral to the PRT may be made by submitting a Resource Parent Problem Resolution Team Referral form to:

Idaho Department of Health & Welfare, FACS
Attn: Problem Resolution Team
450 State Street, 5th Floor
Boise, Idaho 83720
Email: FosterCarewebsite@dhw.idaho.gov

A Problem Resolution Team liaison will notify the referent, the regional CFS office and the Problem Resolution Team via letter, telephone or e-mail that the referral has been received, within two (2) business day. A PRT liaison will contact the referent to gather additional information regarding their concerns; schedule a PRT meeting time and request copies of records and any other documentation to be considered by the PRT at that time. All materials to be considered by the PRT must be received two (2) business days before the scheduled meeting time of the PRT.

PRT meetings will be held in-person, telephonically and/or via video conferencing within seven (7) business days of receiving the PRT referral. PRT committee members are expected to have reviewed all provided written documentation prior to the meeting. The PRT shall conduct interviews with appropriate CFS staff and supervisors as well as the referent during the meeting. Interviews may be held either in-person or telephonically. Due to the time-sensitive nature of these requests, it is incumbent on all parties to make themselves available for interviews at the scheduled time.

The PRT will develop recommendations based on all information received. A meeting summary including a description of information and documentation considered will be compiled into a report and submitted to the Division Administrator within two (2) business days. The Division Administrator will make a final decision within five (5) business days. Notification of the decision will be made via telephone to the referent and via telephone or e-mail to the Regional/Hub Field Program Manager within two (2) business day. Original copies of the

written decision will be sent to the Regional/Hub Field Program Manager. Courtesy copies of the written decision will be provided no later than ten (10) business days to the resource parent, PRT members, the Child Welfare Foster Care Recruitment and Retention Program Specialist, and the Child Welfare Permanency Program Specialist. The meeting summary and decision will be documented in iCARE under the resource family's profile screen under the narrative tab and in the Resource Parents Problem Resolution tracker in SharePoint.

The Division Administrator or designee has the final decision making authority regarding PRT referrals. If action by the region is outlined in the final recommendations, the Hub/Regional Program Manager shall prepare a written response to the recommendations including their plan for implementation. The plan shall be sent to the PRT liaison within seven (7) business days of receiving the final written decision.

Any action taken not consistent with this standard must be pre-approved by the FACS Division Administrator or designee. The action, rationale and approval must be documented under the narrative tab on the Resource profile in iCARE.

Attachment A: Resource Parent Resolution Process Flowchart

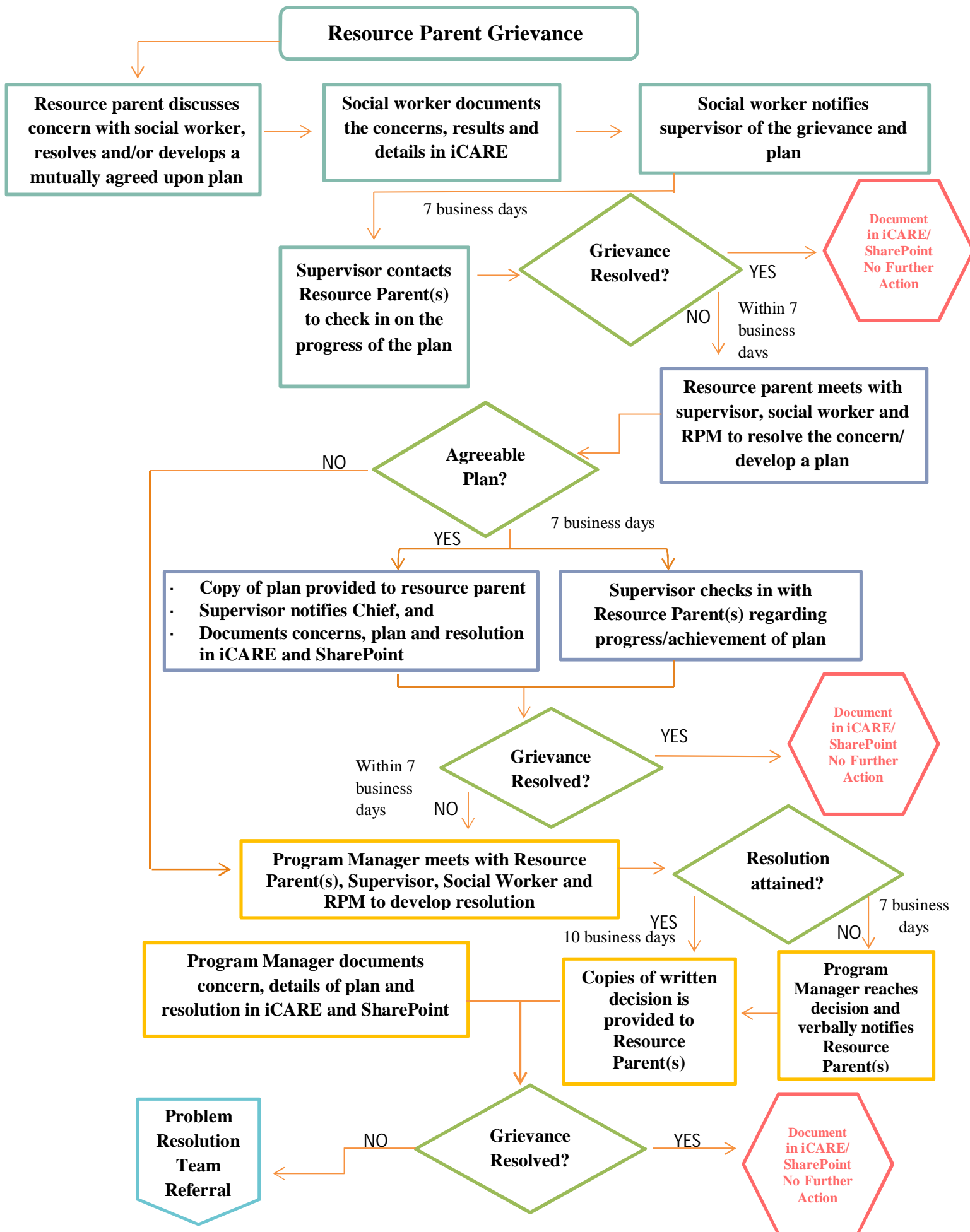
Attachment B: Resource Parent Problem Resolution Plan

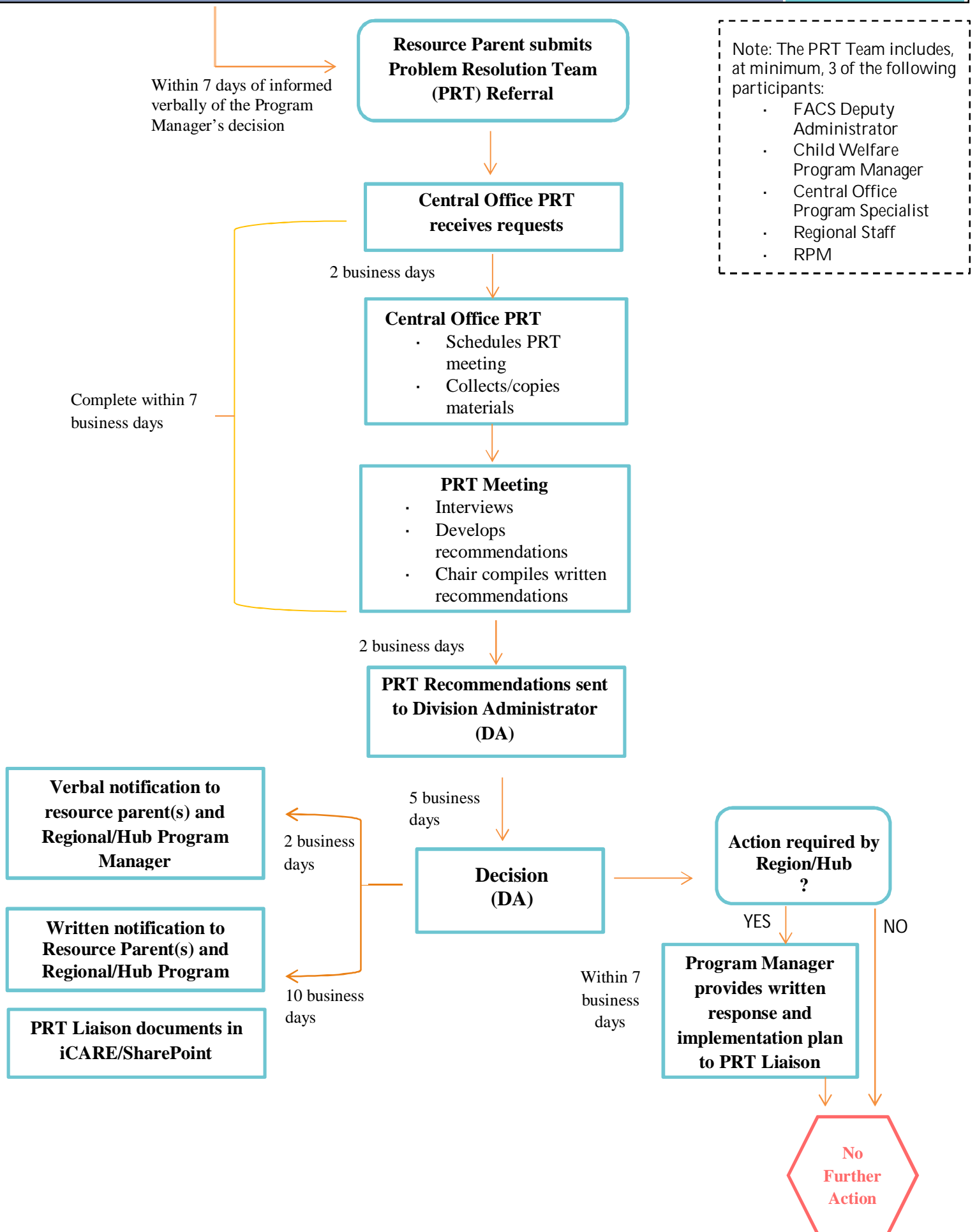
Attachment C: Problem Resolution Team Referral Form

Attachment D: Idaho Resource Parent Grievance Process Pamphlet

Resource Parent Resolution Process

2016







IDAHO DEPARTMENT OF
HEALTH & WELFARE

Resource Parent Resolution Plan

2016

Resource Parent:		Resource Parent:	
Resource Parent Email			
Social Worker		Supervisor	
Region/Hub Program Manager			
Date			

GRIEVANCE (Please clearly identify the grievance)

GOAL (Please clearly identify the desired result)

INTERVENTION #1

RESPONSIBLE PARTY

DATE REVIEWED:

DATE REVIEWED:

DATE ACHIEVED:

INTERVENTION #2

RESPONSIBLE PARTY

July 2016

DATE REVIEWED:	DATE REVIEWED:	DATE ACHIEVED:
RESOURCE PARENT SIGNATURE	RESOURCE PARENT SIGNATURE	
Date	Date	
EMPLOYEE SIGNATURE	SUPERVISOR SIGNATURE	
Date	Date	
PROGRAM MANAGERS SIGNATURE *Signature only required if the Regional/Hub Program Manager is involved in the development of the plan		
Date		

Resource Parent Problem Resolution Team Referral

Please submit form to:
Child Welfare Problem Resolution Team
Idaho Department of Health & Welfare, FACS
450 State Street, 5th Floor
Boise, Idaho 83720
or
Email: fostercarewebsite@dhw.idaho.gov

Name: _____ Date: _____
Relationship to child: _____ Phone number: _____
Address: _____ City/State: _____
E-Mail Address: _____

Referral Information

Name of child(ren): _____
Name of child's case manager: _____
Name of case manager's supervisor: _____
Region/Office: _____

Please describe your concern (communication issues, agency decision, failure to follow policies, arrange needed services, comply with responsibilities outlined in Cooperative Agreement and/or child specific case plan; perceived retaliation):

Please describe the steps you have taken to resolve the problem, include the names of people you have reported the complaint to, who you have worked with and the dates.

What concerns would you like addressed by the Problem Resolution Team?

For Problem Resolution Team Use Only

Date Received: _____ Date contacted: _____
ate of PRT meeting: _____ Decision Date: _____

Child Welfare Supervisor

If a concern is not resolved the supervisor will arrange a meeting with all parties within 7 business days to discuss concerns and develop a plan. Participants will include the supervisor, caseworker and may include your assigned Resource Peer Mentor (RPM). Feel free to provide written documentation, such as emails, case plans or assessments. Following this meeting the supervisor will contact you within 7 business days to follow up and check on the progress of the plan and determine if the resolution has been achieved. The supervisor will continue to check in until the resolutions has been achieved or advancing to the next step of the process is deemed necessary.

Child Welfare Regional/Hub Field Program Manager

In the event a workable plan is not achieved, please contact your hub/regional program manager. A meeting will be arranged within 7 business days of your request. The social worker, supervisor, licensing worker, and your RPM will be included. You may choose to have an additional personal support present during the meeting. Please note that a person of personal support may not be privy to confidential information. Best efforts will be made to come to a resolution. However, if this is not possible you will be contacted by phone within 7 business days following the meeting with the decision.



Problem Resolution Team (PRT)

In the event there continues to be an irreconcilable difference at the local level resource parents have the right to file a formal grievance with our Problem Resolution Team. Formal grievances must be made within 7 business days of the resource family being verbally informed of a regional/hub program managers resolution. Referral forms are accessible through the Regional/Hub Program Manager or online at: <http://healthandwelfare.idaho.gov/Children/AdoptionFosterCareHome/FosterAdoptiveParentResources>

Please submit a grievance to:
 Child Welfare Problem Resolution Team
 Idaho Department of Health & Welfare, FACS
 450 State Street, 5th Floor
 Boise, Idaho 83720
 Phone: (208) 334-5700
 Email: fostercarewebsite@dhw.idaho.gov

A PRT liaison will be in contact with you within 2 business days to gather additional information and schedule a meeting. Interviews will be conducted with appropriate CFS staff, resource parent(s) and any others determined by the PRT to be impacted by the resolution process. The team is comprised of the Deputy Division Administrator, Program Manager, Program Specialists, Hub/regional CFS representatives and RPM. Recommendations will be developed based off the information received and submitted to the Division Administrator for approval. Notification of the decision will be made via telephone within 7 business days. The Division Administrator has final decision making authority.

If you have questions, please contact
 Sabrina Brown
 Idaho Department of Health & Welfare –FACS
 Child Welfare Program Specialist
 Foster Care Recruitment & Retention
 450 W. State Street, 5th Floor
 Boise, Idaho 83720
 Phone: 208.334.5648
 Email: browns5@dhw.idaho.gov

Idaho Resource Parent Grievance Process



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Idaho's Child and Family Services Program is very proud and appreciative of the resource parents who open their hearts and homes to children in foster care. Without their dedication and commitment, our child welfare program could not succeed in caring for children and families in crisis.

We recognize the emotion and circumstances surrounding each child can create conflicts as we work together as a professional team to solve problems that arise. When grievances occur, resource parents have the right to voice their concern and be heard.

This guide is designed for Idaho licensed resource parents caring for children in foster care who may have a grievance. It embraces an open and systematic process to provide opportunities for all participants to be heard and explain their perspectives without judgment. It involves sharing information, assumptions and interests resulting in collaborative, problem-solving process.

We are committed to building supportive relationships with resource parents that will help develop the best outcomes for children and families.

Examples of potential grievances

- Communication issues
- Disagreement with the agency's decision to remove children from their home for non-safety related issues
- Failure to follow policies
- Failure to arrange needed services for the child and/or resource family
- Failure to abide by the responsibilities outlined in the Cooperative Agreement and child specific service plan
- Perceived retaliation

Examples of inappropriate grievances

- Resource parent is the subject of a pending investigation regarding allegations of child abuse and neglect.
- Conflict with another licensing or placement agency, other than CFS.
- Conflict is related to a revocation or denial of a foster care license. For the appeal process please refer to the Administrative Hearing policy at adminrules.idaho.gov/rules/current/16/0503.pdf
- Placing an Indian child in accordance with Indian Child Welfare Act (ICWA) placement preferences;
- If the child has been moved for the purpose of achieving reunification with the birth parent or placement with siblings;
- Conflict with a contested court decision
- Disagreement with the permanency placement decisions made by the Selection Committee. For the appeal process please refer to the Extended Placement Resolution process.

Chain of Command

Child and Family Services believes the management of child welfare practices is best assured when the local office reviews the decisions and actions of its staff. Handling complaints and issues at the local level assures managers are informed of concerns and reinforces the agency's accountability and responsibility to resource families.



Child Welfare Social Worker

If you have a conflict with your caseworker, engage in an open conversation with them. Discuss your concerns, be transparent and honest. Develop a mutually agreed solution, if possible. The caseworker will share the concern and solution with their supervisor. The caseworker's supervisor will follow up with you within 7 business days to check in on the progress and to determine if the resolution has been achieved.

Supervisor de Bienestar Infantil

Si no puede resolverse el asunto, el supervisor se reunirá con todas las partes dentro de 7 días laborales para analizar las inquietudes y crear un plan. Como participantes estarían el supervisor, el trabajador del caso y posiblemente el *Mentor de Apoyo* (Resource Peer Mentor o RPM en inglés) que le han asignado. Siéntase en libertad de presentar toda la documentación escrita que desee, tal como mensajes de correo electrónico, planes de caso o evaluaciones. Dentro de los 7 días laborales siguientes a la reunión, el supervisor se pondrá en contacto con usted para verificar cómo va el plan y determinar si se ha resuelto el asunto. El supervisor seguirá pendiente de la situación hasta cuando se logre resolver el asunto o hasta cuando se considere necesario avanzar al siguiente paso del proceso.

Administrador Regional/Central de Campo del Programa de Bienestar Infantil

En caso de no haber un plan viable, por favor contacte a su administrador regional/central del programa. Se realizará una reunión dentro de los 7 días siguientes a su solicitud en la cual estarán el trabajador social, el supervisor, el representante de licencias y su RPM. Usted puede optar por tener presente en la reunión a alguien más como apoyo personal adicional, pero recuerde que esta persona no tiene derecho a información confidencial. Se hará lo mejor por llegar a una resolución, sin embargo, de no ser posible, se le informará por vía telefónica cuál ha sido la decisión dentro de los 7 días laborales siguientes a la reunión.

Grupo de Resolución de Problemas (PRT)

En caso de no poder resolver diferencias irreconciliables a nivel local, los padres de apoyo tienen el derecho de presentar una reclamación formal ante el Grupo de Resolución de Problemas. Las reclamaciones formales deben presentarse dentro de los 7 días laborales siguientes a la fecha en que la familia de apoyo haya recibido respuesta verbal por parte del administrador

Grupo de Resolución de Problemas (PRT)

regional/central del programa con respecto a la decisión tomada. El Administrador Regional/Central del Programa puede suministrarle los formularios que necesita o puede obtenerlos en línea en: <http://healthandwelfare.idaho.gov/Children/AdoptionFosterCareHome/FosterAdoptiveParentResources>.

Para presentar su reclamación, póngase en contacto con:
Child Welfare Problem Resolution Team
Idaho Department of Health & Welfare, FACS
450 State Street, 5th Floor
Boise, Idaho 83720
Phone: (208) 334-5700
Email: fostercarewebsite@dhw.idaho.gov

Un representante del Grupo de Resolución de Problemas se pondrá en contacto con usted dentro de dos días laborales para obtener información adicional y programar una reunión. Las entrevistas se realizarán con personal adecuado de Servicios para Familias y Niños (CFS), padre(s) de apoyo y cualquier otra persona que pueda ser afectada por el proceso de resolución según el criterio del Grupo de Resolución de Problemas. El grupo está formado por el Administrador Delegado de la División, el Administrador del Programa, Especialistas del Programa, representantes regionales/centrales de CFS y el RPM. Se harán recomendaciones con base en la información recibida y presentada ante el Administrador de la División para obtener su aprobación. Se dará notificación de la decisión por vía telefónica dentro de 7 días laborales. El Administrador de la División tiene la autoridad de tomar la decisión final.

Si tiene alguna pregunta, por favor contacte a Sabrina Brown

Idaho Department of Health & Welfare –FACS
Child Welfare Program Specialist
Foster Care Recruitment & Retention
450 W. State Street, 5th Floor
Boise, Idaho 83720
Teléfono: 208.334.5648
Correo electrónico: Sabrina.Brown@dhw.idaho.gov

Proceso de Reclamación de Idaho para Padres de Apoyo



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El Programa de Servicios de Idaho para Familias y Niños está muy agradecido y orgulloso de contar con padres de apoyo dispuestos a abrir las puertas de su corazón y de sus hogares a niños que necesitan cuidado temporal. De no ser por su dedicación y compromiso, nuestro programa de bienestar infantil no lograría cuidar adecuadamente de niños y familias en crisis.

Reconocemos que cuando trabajamos juntos como equipo de profesionales para resolver los problemas que surgen, puede haber ciertos conflictos debido a las emociones implicadas y las circunstancias particulares de cada niño. Cuando surge algún problema, los padres de apoyo tienen el derecho de manifestar sus inquietudes y ser escuchados.

Esta guía está diseñada para los padres de apoyo del estado de Idaho con licencia para brindar cuidado temporal quienes en el momento tengan niños bajo su cuidado y deseen presentar una reclamación. Promueve un proceso abierto y sistemático en el que todos los participantes tienen la oportunidad de ser escuchados y exponer libremente su punto de vista. Implica compartir información, opiniones e intereses, lo cual resulta en un proceso colaborativo que ayuda a resolver problemas.

Estamos comprometidos a establecer relaciones comprensivas con los padres de apoyo para alcanzar resultados óptimos que beneficien a niños y familias.

Ejemplos de posibles motivos de reclamación

- Problemas de comunicación
- Desacuerdo con la decisión de la agencia de retirar a niños del hogar debido a cuestiones que no correspondan a problemas de seguridad
- Incumplimiento de normativas
- No coordinar la prestación de servicios necesarios para el niño y/o la familia de apoyo
- Incumplimiento de las responsabilidades indicadas en el Acuerdo de Cooperación y el plan específico de servicios del niño
- Indicaciones de represalias

Ejemplos de motivos no válidos de reclamación

- El padre/La madre de apoyo es objeto de una investigación relacionada con acusaciones de abuso de menores y negligencia
- Un conflicto con una agencia de licenciamiento o colocación que no sea la de Servicios para Familias y Niños (CFS)
- Un conflicto relacionado con la revocación o negación de una licencia para un hogar de cuidado temporal. Para información sobre el proceso de apelación, por favor consulte las políticas de Audiencias Administrativas en adminrules.idaho.gov/rules/current/16/0503.pdf
- La colocación de un niño nativo americano en concordancia con las preferencias de colocación de la Ley de Bienestar del Niño Nativo Americano (ICWA)
- El traslado del niño con el propósito de lograr la reunificación con el padre/la madre biológico(a) o colocación con hermanos
- Un conflicto con una decisión judicial refutada
- Desacuerdo con las decisiones de colocación y permanencia tomadas por el Comité de Selección. Para más información sobre el proceso de apelación, por favor consulte el proceso de Resolución de Colocación Extendida.

Cadena de Mando

El Programa de Servicios para Familias y Niños considera que la gestión de prácticas de bienestar infantil cuenta con mejores garantías cuando la oficina local revisa las decisiones y acciones de su propio personal. El procesamiento de quejas y problemas a nivel local permite garantizar que los administradores estén informados de las inquietudes existentes, y refuerza el compromiso y responsabilidad de la agencia para con las familias de apoyo.



Trabajador Social de Bienestar Infantil

Si tiene un desacuerdo con el trabajador de su caso, busque cómo dialogar abiertamente con él. Manifieste sus inquietudes de manera clara y sincera. Busquen una solución que sea aceptable para ambos si es posible. El trabajador del caso compartirá información con su supervisor sobre el problema y la solución, y tal supervisor se pondrá en contacto con usted dentro de 7 días laborables para hacer un seguimiento al caso y determinar si se ha podido resolver el asunto.